

TENNESSEE DEPARTMENT OF FINANCE AND ADMINISTRATION
IT Manager Sr. supporting the Center of Excellence for Data (DCOE)

Job Summary: Reports to the Executive Director of the Center of Excellence for Data (DCOE) within Strategic Technology Solutions, is responsible for assisting the DCOE Director with the Service Design of the DCOE within STS.

Responsibilities:

- Assist the DCOE Director with implementation of priorities for the DCOE to achieve improved delivery and increased customer satisfaction.
- Maintain and promote effective customer service relationships with users, business owners, vendors, and agency leadership to inform them of services offered by the DCOE.
- Provide consultation and recommendations to state agencies by identifying their technology challenges and explore how the DCOE areas can meet their business needs.
- Work with the DCOE Director to develop and align strategies based on performance metrics, business requirements and input for all DCOE teams.
- Set delivery time line expectations and work with the ServiceNow team and DHS to resolve issues and barriers to meeting DHS deadlines for phase 2 "Help" implementation of SNOW.
- Work with the Domain Director for DHS on all communications to and from DHS to ensure phase 2 is implemented to the customer's satisfaction.
- Manage the implementation of Everbridge and ensure proactive communications to the STS executive team regarding progress, issues and barriers.
- Drive an implementation timeline and help coordinate appropriate teamwork within STS to achieve deadlines and meet customer needs and expectations.
- Work with the DCOE Director to ensure documentation and status reporting on data governance, strategy and data privacy/security is completed in a timely manner.
- Work with the Data Privacy Officer to support, document, and update the data privacy management plan.
- Ensure the Data Management Plan, DAC Charters, Privacy Program Strategic Plan, and Data Privacy Program are updated and reside in SharePoint.
- Communicate status of responsibilities with management, peers, subordinates and customers via verbal and written mediums.

Minimum Qualifications: Bachelor's degree in an IT or Business related field. Relevant professional information technology experience may be substituted for the required degree.

- Five years of experience managing IT operations and functions.
- Excellent interpersonal, written, and verbal communication skills.
- Excellent time management, organization, and prioritization skills.

Preferred Qualifications:

- Prior DCOE experience is a plus.
- Prior state government experience is a plus.

Knowledge, Skills, Abilities, Competencies:

- Decision Quality
- Problem Solving
- Developing Direct Reports and Others
- Directing Others
- Conflict Management
- Hiring and Staffing
- Drive for Results
- Organizational Agility
- Building Effective Teams
- Motivating Others

The State of TN is an Equal Opportunity Employer.

Resumes should be submitted via email to EIT.Resumes@tn.gov

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Pursuant to the State of Tennessee's Workplace Discrimination and Harassment policy, the State is firmly committed to the principle of fair and equal employment opportunities for its citizens and strives to protect the rights and opportunities of all people to seek, obtain, and hold employment without being subjected to illegal discrimination and harassment in the workplace. It is the State's policy to provide an environment free of discrimination and harassment of an individual because of that person's race, color, national origin, age (40 and over), sex, pregnancy, religion, creed, disability, veteran's status or any other category protected by state and/or federal civil rights laws.